



# Knowledge Manager

*Delivers trusted, context-aware guidance across enterprise knowledge to help service and operations teams resolve issues faster and with confidence.*



**IFS** Loops

# The Challenge Today

Service, support, and operations teams rely on manuals, PDFs, job histories, and case notes to do their work, yet critical knowledge is scattered across systems and difficult to apply in the moment. Teams spend valuable time searching, second-guessing outdated information, or escalating issues unnecessarily. The result: slower resolution times, inconsistent outcomes, and increased operational risk.

## How it Works?

The Knowledge Manager Digital Worker transforms fragmented enterprise knowledge into clear, trusted guidance that is available directly in the flow of work. Designed for employee-facing service and operations teams, it is ideal for high compliance or safety sensitive servicing. It converts manual searching and guesswork into a confidence-driven process that helps teams act quickly without sacrificing control or accuracy.

### Generate knowledge

Generates structured draft knowledge from resolved work for human-in-the-loop approval.

### Retrieve knowledge

Searches manuals, PDFs, job notes, and resolved cases across multiple sources.

### Show trust signals

Displays citations and confidence indicators so users understand and trust the guidance.

### Flag gaps

Identifies repeated unanswered questions or weak guidance for review.

### Interpret questions

Understands natural-language queries and operational context like configuration or role.

### Rank guidance

Prioritizes answers based on relevance, confidence, and source authority.

### Clarify when needed

Asks follow-up questions if information is incomplete or ambiguous.

### Improve with feedback

Learns from real usage signals, confirmed outcomes, and human review.

## Integrations

### Enterprise Applications



### Support



### Email



### Knowledge








### Collaboration



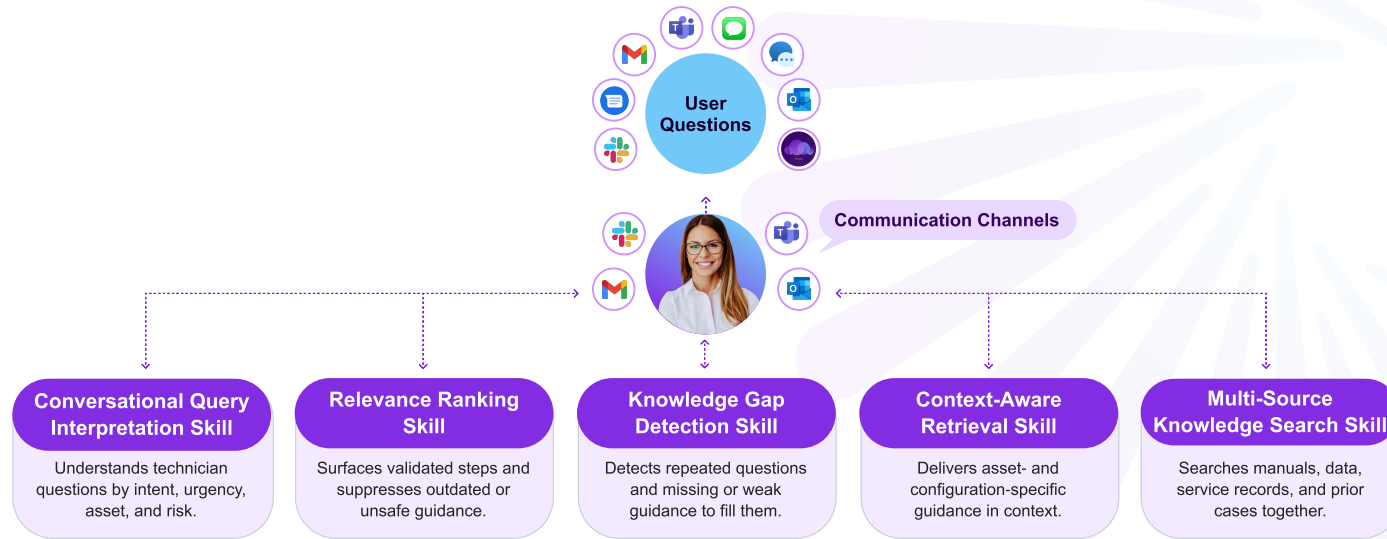
### Documents



## Agentic Skills

-  Conversational Query Interpretation
-  Context-Aware Retrieval
-  Knowledge Gap Detection
-  Relevance Ranking
-  Multi-Source Knowledge Search

# Smarter Knowledge Management



## Key Problems Solved

- ✓ Improves first-time-fix rates and reduces onboarding time for new engineers.
- ✓ Eliminates time wasted searching across disconnected systems, providing operational context.
- ✓ Reduces reliance on outdated, incomplete, or low-confidence guidance.
- ✓ Improves consistency in how issues are resolved across teams and regions.
- ✓ Prevents repeated escalations for issues that already have documented answers.
- ✓ Role-based visibility, escalation paths and traceability, keeping human-in-the-loop where needed.

## Business Value & Impact



### Faster resolutions

Trusted answers surfaced quickly in the flow of work.



### Lower operational risk

Confidence scoring and citations improve decision quality.



### Consistent outcomes

Teams act on the same validated guidance.



### High scalability

Works across assets, teams, configurations, and industries.



### Governed by design

Full visibility, auditability, and human oversight.



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